eHealth
Saskatchewan

Annual Report 2012-13

Empowering Patients, Enabling Care

Making patient information
available electronically to patients
and their health care team.

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Letters of Transmittal

Regina, Saskatchewan
July 31, 2013

Her Honour, the Honourable Vaughn Solomon Schofield,
Lieutenant Governor of Saskatchewan

May it Please Your Honour:
I respectfully submit the Annual Report of eHealth Saskatchewan for the fiscal year ending March 31, 2013, including the financial statements duly certified by auditors for the Corporation in accordance with The Crown Corporations Act, 1993.

Dustin Duncan
Minister of Health

Regina, Saskatchewan
July 31, 2013

The Honourable Dustin Duncan
Minister of Health

May it Please Your Honour:
I have the honour of submitting the Annual Report of eHealth Saskatchewan for the fiscal year ending March 31, 2013. As CEO, I take the responsibility for public accountability seriously and have made every effort to ensure the accuracy of this 2012-13 Annual Report.

Susan Antosh
Chief Executive Officer
eHealth Saskatchewan

Message from the CEO

EMPOWERING PATIENTS, ENABLING CARE

This year saw the first of our five-year strategic plan focused on smarter, better health care for the people of the province. In cooperation with the sector and our strategic partners, eHealth Saskatchewan continues to deliver on Government's commitment to innovate health care service delivery.

The focus of our five year plan includes these strategic initiatives:

Communicate with eHealth's stakeholders and customers to avoid duplication and misunderstanding

Support Saskatchewan health system's LEAN initiative

Get patient information to health care providers

Use technology to assist patients directly

Use **secure simple sign-on**

Support eHealth's stakeholders and customers to implement and maintain technology

In 2012-13, advancement of the EHR (Electronic Health Record) continued as we expanded our technological infrastructure and fed the increasing needs of our growing Treasury Board Crown Corporation through strategic increases of human resources.

Highlights as of March 31, 2013 include:

- Continued implementation of the Picture Archiving Communication System (PACS) in 10 communities bringing the total communities served to 32
- 4,084,246 diagnostic exams are in the Picture Archiving System with a total of 357,472,615 individual images
- Information for 100% of prescriptions dispensed in community pharmacies is available in the Pharmacy Information Program
- 90% of all provincial lab results are in the Saskatchewan Lab Results Repository and 60,000 new results are added every day
- 816 health care providers receive lab results electronically
- 22,046 health care providers are registered to access electronic health information results
- 197 telehealth suites in 84 locations across the province
- Rebranded and expanded the eHR Viewer (formerly the eHealth Portal) to allow direct viewing of lab results and other data by 201 users in 96 health care organizations

I offer thanks to all stakeholders and partners for their continued work with us. It's the people at eHealth Saskatchewan and our partners who show a commitment in the role they play that make these goals a reality. The foundation work is nearly completed and we look forward to the next half decade as we realize the initiatives set out in our goal of empowering patients and enabling care.

Susan Antosh
Chief Executive Officer
eHealth Saskatchewan

Message from the Board Chair

As Chair, appointed at the end of the this fiscal year, I am honoured to take on this role and look forward to the exciting and challenging opportunities ahead that will help make a difference for Saskatchewan patients with the further development of the Electronic Health Record systems.

This past fiscal year, eHealth Saskatchewan continued its mandate to establish the Electronic Health Record for the province. This work aligns with the government's commitment to a health system that provides for: Better Health, Better Care, Better Value, and Better Teams. These strategies represent a focus on achieving the best possible care for patients, while maintaining a financially responsible system and ensuring professionals in that system have the tools they need to do their best work.

The development of a multi-year strategic plan was completed that articulates the objectives of eHealth Saskatchewan, including:

- Patient First – to have a visible and meaningful impact on improving the efficiency, quality and safety of patient care
- Partner with Health providers – to support eHealth's stakeholders and customers through responsiveness, cooperation and collaboration
- Trusted – Ensuring privacy, security and quality data
- LEAN – Improving efficiency and eliminating waste through LEAN principles and processes
- A broad view approach to the entire health sector will ensure a sustainable system that makes a difference in the lives of patients and their care providers

I wish to thank eHealth staff and senior management for their dedication and hard work. I would also like to thank our partners for their support and continued cooperation.

Gerald Fiske
Board Chair

The development of a multi-year strategic plan was completed that articulates the objectives of eHealth Saskatchewan, including:

Patient First – to have a visible and meaningful impact on improving the efficiency, quality and safety of patient care

LEAN – Improving efficiency and eliminating waste through LEAN principles and processes

Trusted – Ensuring privacy, security and quality data

Partner with Health providers – to support eHealth's stakeholders and customers through responsiveness, cooperation and collaboration

Introduction

This annual report presents the corporation's activities and results for the fiscal year ending March 31, 2013. It reports on public commitments made and other key accomplishments of eHealth Saskatchewan.

This report is presented in two parts. The first part outlines the main initiatives involved with delivery of the Electronic Health Record. The second identifies progress made regarding the technology behind delivery of that Record.

ALIGNMENT WITH GOVERNMENT'S DIRECTION

eHealth's activities in 2012-13 align with Government's vision and four goals. Government's vision and four goals provide a directional framework for ministries, agencies and third parties to align with these priorities. This honours government's commitment to keep its promises and ensures greater transparency and accountability to the people of Saskatchewan.

eHealth's work supports the achievement of Government's four goals and a growing and prosperous Saskatchewan with improved quality of life and responsible government.

Our Government's Vision

A strong and growing Saskatchewan, the best place in Canada – to live, to work, to start a business, to get an education, to raise a family and to build a life.

Government's Goals

- Sustaining growth and opportunities for Saskatchewan People
- Improve our quality of life
- Making life more affordable
- Delivering responsive and responsible government

Board Members

The eHealth Saskatchewan Board of Directors includes leaders from the health sector, the business community, and the general public. Their role is to provide the strategic direction and oversight of the corporation charged with building and operating the Electronic Health Record. As at March 31, 2013, Board members are:

Dr. Milo Fink

Dr. Fink has served several years on the Board of eHealth and was reappointed for a three-year term in March 2013. Dr. Fink is a Regina Physiatrist. Through his rehabilitation practise, he discovered an interest in the use of computers in medicine and has been a valuable contributor to the eHealth Board.

Duane Mombourquette

Duane Mombourquette has served on the eHealth Board for several years and was reappointed for a three-year term in March 2013. Mr. Mombourquette is Executive Director of Access and Privacy with Saskatchewan Justice.

Scott Livingstone

Scott Livingstone is CEO of the Saskatchewan Cancer Agency and has previously served as CEO of eHealth Saskatchewan. He also had several years with the Ministry of Health as Executive Director of the Health Information Solutions Branch which became the Treasury Board Crown Corporation, eHealth Saskatchewan. Mr. Livingstone has been on the board since those formative days.

David Fan – Vice Chair

David Fan is President and CEO of the Prairie North Health Region. He brings the valuable perspective and input from the Regional Health Authorities. He has served on the eHealth Board for several years.

Gerald Fiske – Chair

Gerald Fiske was appointed to the eHealth Board in March 2013 for a three-year term. He has a rich history of experience in the Information Technology world, previously serving as Chief Information and Services Officer in the Information Technology Office.

Max Hendricks

Max Hendricks has served as Chair of the eHealth Saskatchewan Board and current Chair of the Physician Recruitment agency. Mr. Hendricks is currently an Associate Deputy Minister of Health.

Robert Guillaume

Robert Guillaume was appointed to the eHealth Board in March 2013 for a three-year term. Mr. Guillaume is currently the Managing Director of Technology for Accenture. Prior to his current role, Mr Guillaume has also served as the Chief Information Officer for the Government of Saskatchewan, Associate Deputy Minister at Central Services, and Deputy Minister of the Information Technology Office.

Jim Rhode

Jim Rhode is the Chair of the Saskatoon Regional Health Authority and is also currently serving on the Board of 3S Health. Along with involvement in several community organizations, Mr. Rhode is President of Davis Machine Company.

eHealth Saskatchewan has evolved from a technical support organization to a strategic and foundational partner in the transformation of the Saskatchewan health care system. This means a renewed focus and commitment on putting the patient first by supporting health care teams to provide the best possible care.

eHealth also coordinates, implements and maintains key electronic health information systems in many public health care organizations.

Mandate

KEY ROLES OF eHEALTH SASKATCHEWAN:

- To **lead** Saskatchewan electronic health record (EHR) planning and strategy
- To **procure, implement, own, operate and manage** the Saskatchewan EHR including the associated provincial components and infrastructure to facilitate improved health provider and patient access and use of electronic health information
- To **procure, implement, own, operate and manage** other health information systems
- To **deliver** an electronic health record for Saskatchewan citizens
- To **establish** the provincial eHealth information and technology standards necessary to access the Saskatchewan EHR and the associated provincial components and infrastructure
- To **provide data stewardship** for the EHR and, where appropriate, of health information systems including the following
- To **administer the rules for EHR** data collection, use and disclosure; and
- To establish and administering **provincial standards to protect** the quality, confidentiality and security of EHR data

Vision: Empowering Patients, Enabling Care

Mission: Making patient information available electronically to patients and their health care team.

Values: Respect, Engagement, Excellence, Transparency, Accountability

Ministry of Health

During planning, health system leaders identified three areas in which they would like to see a breakthrough in improvement. eHealth's mandate offers extensive support for these Ministry of Health goals:

Improve access and connectivity in Primary Health Care innovation sites and use early learnings to build foundational components for spread across the province

Transform the patient experience through **sooner, safer, smarter surgical care**

Safety culture: focus on **patient and staff safety**

eHealth Support

Specifically, eHealth supports these goals through its mandate to manage the Electronic Health Record (EHR).

The focus of eHealth's EHR initiative is:

To bring personal health information together from various sources such as regional health authorities (RHAs) and pharmacies

To standardize and organize the information for presentation on a patient-centric basis

To provide the information to RHAs, physician clinics and pharmacies, through system-to-system integration or a web-based viewer

Progress in 2012-13

eHealth's suite of health management tools offers private and secure information across the health care industry when it's needed most.

This is vital patient information that arrives sooner than ever before, promotes safe practice and assists with surgical care. Faster, meaningful health information means better decision-making and the focus on patient and staff safety is ever-present in the tools developed by eHealth for management of personal patient information.

The eHR Viewer is one of a collection of access points that allow health care providers real-time views of critical and non-critical patient information including prescriptions, diagnostic images and lab results.

The data and information comprising this collection and managed by these tools has been upgraded and expanded in 2012-13 and work continues through use of the Lean methodology. Major components of the EHR have seen expansion and improvement in the 2012-13 fiscal year. This progress is outlined in the following pages.

Canada Health Infoway

eHealth's collaboration with Canada Health Infoway ensures that Saskatchewan's EHR works with all provincial and territorial EHRs across Canada to improve patient care and efficiency. Infoway provides funding for the strategic development and implementation of electronic health record initiatives in all provinces and territories across Canada.

Shelley Schneider is a Combined Lab/X Ray Technician at the Leader Hospital.

IMPROVED ACCESS TO DIAGNOSTIC IMAGING, SCHEDULING AND REPORTS

Supporting patient care through improved access to clinical information is a key part of the mandate of eHealth Saskatchewan.

- Congratulations to Cypress Health Region for becoming the first region to have all acute care facilities on the provincial systems for coordinating procedures and storing diagnostic images
- Innovative technology is helping patients in Cypress Health Region benefit from reduced waits and better access to diagnostic imaging services now that their diagnostic test results can be viewed electronically by authorized health care providers in Swift Current and across the province
- A patient with a broken bone can have an x-ray taken in the nearest health facility in Shaunavon, Maple Creek, Leader or Herbert, and have that x-ray read within minutes by a specialist at Cypress Regional Hospital in Swift Current. In the case of emergencies, diagnostic images can be accessed in advance of the patient being transported to another facility
- The Picture Archiving and Communication System (PACS) is a secure computer system for the storage, retrieval and display of diagnostic images such as x-rays, CT scans, mammograms and MRIs. Long-distance consultations with patients are augmented using the Telehealth video-conferencing service, while the Saskatchewan Radiology Information System (RIS) tracks patients and medical imaging procedures
- PACS Launched in: Regina General and Pasqua Hospitals for X-ray, Ultrasound, and Nuclear Medicine.
- Hardware upgrades improved performance of the Provincial PACS system in 2013.

By the numbers

On March 31, 2013 there were more than 4 million studies (an increase of 1.3 million over the previous year) and over 350 million images (an increase of 135.9 million) securely stored in the provincial PACS system and accessible to clinicians across the province

Milestones for RIS/PACS were reached in 16 locations or communities, including:

- RIS/PACS Launched in Maple Creek, Shaunavon, Leader, Herbert, Assiniboia, Weyburn, Estevan, Arcola, Oxbow, and Redvers
- RIS Launched in Saskatoon Royal University Hospital, City Hospital, St. Paul's Hospital, Saskatoon Breast Screening Clinic, and Humboldt District Hospital

PRESCRIPTION INFORMATION

It can take less than one second for your prescription transaction to be handled electronically. 99% of all prescription queries are handled in less than 10 seconds.

Patients are safer when their pharmacist has fast access to alerts about possible adverse reactions, allergies or conflicting medications. The Pharmaceutical Information Program (PIP) builds secure and comprehensive profiles which are shared between community retail pharmacies and the PIP.

The PIP aligns with the pan-Canadian Electronic Drug Messaging Standard which mean that integrated pharmacies:

- Provide faster, better and improved access to patient information
- Reduce potentially harmful medication errors
- View dispense transactions in 5-9 seconds
- Switch between systems less often

By the numbers

- 60% of pharmacies are integrated with PIP
- 1757 new users added
- 15.8 million dispenses created
- 112.33 million dispenses created in PIP since 2005

TRACKING DISEASE

Consider the scenario where a patient returns to Saskatchewan from abroad with acute respiratory symptoms. She visits her local hospital. Within hours, public health experts across Canada are alerted to a new virus which could become the next pandemic.

A new public health surveillance system, Panorama, is being developed and designed as our Canadian response to public health concerns such as severe acute respiratory syndrome (SARS) and pandemic influenza, both within and across provinces.

Panorama supports the daily operational needs of population health management related to immunization, communicable disease investigations and outbreaks, inventory management and family health.

Milestones

- Launched testing application for the vaccine inventory management program
- Standard business practices in preparation for the implementation of Panorama
- Supported the definition of a provincial child health program
- Partnered with the Saskatchewan Ministry of Health and Regina Qu'Appelle Health Region on a Provincial Lean Initiative to redesign the Provincial School Immunization Program
- Extensive stakeholder engagement with regional health authorities and First Nations public health professionals to determine how it will be used by public health in Saskatchewan
- Began testing the application and developing the user supports and training materials

Enabling Care

In some regions, home care nurses are now able to do assessments in the home using technology in part provided by eHealth, saving valuable nursing time. Forms are no longer filled out manually.

LABORATORY RESULTS

More Saskatchewan patients are benefiting from timely access to their laboratory results with 90% of all results now captured within the provincial lab records system.

The **Saskatchewan Laboratory Results Repository (SLRR)** is a provincial repository which stores laboratory result records submitted by the Regional and Saskatchewan Disease Control Labs. The Saskatchewan Laboratory Results Repository provides timely and accurate laboratory test results to physician office computer systems and other secure locations.

Other Milestones

- Added ability to view prescription and immunization data through the eHR Viewer
- Allow clinicians to search and retrieve lab records not currently routed to their electronic medical record (EMR)
- Results from Sun Country, Mamawetan Churchill and Prairie North Health Regions are now distributed electronically. They join Saskatoon, Regina Qu'Appelle and Sunrise Health Regions, Five Hills, Kelsey Trail, and the Saskatchewan Disease Control Laboratory (SDCL).

By the numbers

- 60,000 results stored daily
- 224 clinics and 940 physicians supported
- 148 organizations and 402 users have access to lab results in the eHR Viewer
- Integrated with the Provincial Shared Client Index and the Consent Management Service

" Instead of waiting for a paper copy of lab work to come to our office, we can go on the portal and we can get those results quickly"
Dr. Ardyth Milne
Rheumatologist

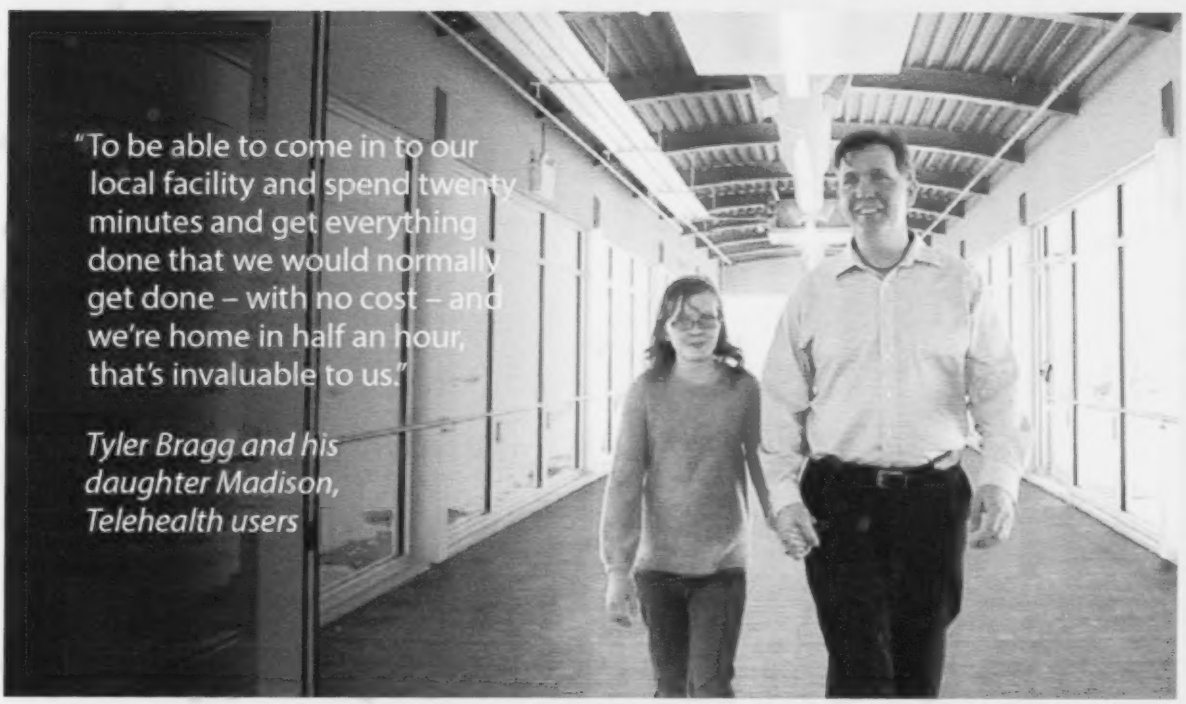
TELEHEALTH BRINGS MEDICAL CARE CLOSE TO HOME

A Family Benefits

The closest geneticist to Swift Current is in Calgary, far from Tyler Bragg and his daughter Madison. To visit, she would need to leave school and stay in a hotel overnight. Telehealth allows Madison and her dad to stay at home and spend a fraction of the time and cost to meet with Madison's specialist.

Milestones

- 30 new Telehealth sites bring the total to 197 province-wide
- A Telementoring trial connects operating rooms in small communities with surgical consultants in a larger center who provide real time feedback during surgery
- eHealth and Saskatchewan Cancer Agency work together to allow better access for cancer patients in rural centers including follow-up consults to reduce travel
- Education events from across the country are now available
- The College of Medicine now uses Telehealth for distance education to train medical students in both Regina and Saskatoon
- The College of Nursing now trains with Telehealth in Ile a la Crosse to allow northern students to stay in their home communities


"To be able to come in to our local facility and spend twenty minutes and get everything done that we would normally get done – with no cost – and we're home in half an hour, that's invaluable to us."
Tyler Bragg and his daughter Madison, Telehealth users

Connecting Communities

Sherry Mitchell lives in rural Saskatchewan, far from the nearest hospital in Yorkton. She is both her husband's caregiver and faces her own health challenges. Telehealth has provided her with support not available in her community. This access has dramatically improved their quality of life.

INTEGRATING HEALTH INFORMATION FOR REGIONS

Integrated Clinical Systems (ICS) makes health care information available to care providers where they need it – so they can provide prompt, accurate care for improved health outcomes. The integrated systems include:

- Central Patient Index/Registration supports the unique identification of patients upon admission, transfer and discharge, and stores patient demographics and visits
- Laboratory system is responsible for collecting and analyzing blood samples, tissue samples and biopsies. Reports are sent to clinicians, wards and other agencies
- Pharmacy system enables dispensing and distributing of drugs to patients by processing in-hospital prescriptions using a common formulary. It also monitors and manages inventory of drugs within a hospital
- Home Care system coordinates home care service to community-based clients
- Long Term Care system enables long term care staff to monitor the health and well-being of special-care home residents through the analysis of data on a month-to-month basis
- Clinical View system provides a single system for physicians and nurses to view a patient's health information from several sources throughout a regional health authority. It allows monitoring of a patient's health status and documents patient assessments, treatment, progress, and outcomes

Milestones

- Added New Central Patient Index (CPI) / Registration in Gravelbourg, Turtleford, Maidstone and Meadow Lake
- Implemented the MDS Assessment module for Home Care at the Keewatin Yatthe Health Region in August 2012
- Continued expansion of the Clinical View system in both the Saskatoon Health Region and the Regina Qu'Appelle Health Region
- Implemented a tracking board and a standardized, electronic triage process in the emergency department at the Moose Jaw Union Hospital in the Five Hills Health Region

ELECTRONIC MEDICAL RECORD (EMR)

Your electronic medical record is a complete picture of every visit, prescription and treatment your doctor has documented. Information may include demographics, medical conditions and diagnoses, medications, immunizations, laboratory data, radiology reports, and other medical information. It replaces the outdated system of paper files.

An EMR allows primary care practices to help focus the visit, schedule patients and bill electronically. All EMRs selected and approved by the Saskatchewan Medical Association will have the capability of connecting with the provincial EHR to exchange information, as various systems become available within the EHR.

To ensure Saskatchewan patients continue to receive timely and accurate diagnostic lab test results, current systems are being replaced incrementally throughout the province.

The Laboratory Information System (LIS) facilitates the ordering of lab tests for patients, manages lab test data and generates and distributes results to clinicians, wards and other agencies.

Current regional LIS is being retired by the vendor and the replacement is consistent with the software currently used by Regina Qu'Appelle and Saskatoon Health Regions.

New Implementations

- LaRonge Health Centre
- Battlefords Union Hospital
- Lloydminster Hospital
- Victoria Hospital
- Cypress Regional Hospital

SURGICAL INFORMATION SYSTEM

If you are a patient waiting to hear when you are scheduled for surgery, you may not give much thought to the system that does that scheduling. eHealth is supporting the government commitment to reducing surgical waitlist by taking a manual paper-based system and replacing it with a computerized system. This will help to facilitate the surgical process through booking, electronic charting and even tracking patients and supplies. The replacement is underway in seven regional health authorities.

New Implementations

- Assisted Lloydminster and North Battleford Union Hospitals to bring surgeon offices online
- Completed the surgical supply implementation in the Saskatoon Health Region
- Continued the operating room implementation at the Royal University, Saskatoon City and St. Paul's Hospitals and the Prairieview Surgical Centre in Saskatoon
- Upgrade all four production regions to a new version of OR Manager

By the numbers

- 797 physicians in 230 clinics adopted an EMR
- Includes 60% of eligible fee-for-service physicians
- 762 physicians in 199 clinics representing 95% of EMR practices distributed laboratory results electronically
- Increased the total number of individuals who have been trained and are using the EMR up to more than 1200 – a near doubling from last fiscal year
- Implemented Med Access EMR for 20 private clinics: Saskatoon Community Clinic, Westside Clinic, Saskatoon Counseling Services, Wynyard Community Clinic, Leader PHC clinic, Spiritwood PHC clinic, Pinehouse Nurse Station, Kincaid & Mossbank PHC clinics, Rockglen, Coronach and Willowbunch PHC team clinics, Maidstone, Cut Knife, Lashburn, Neilburg & Paradise Hill clinics, Arborfield & Carrot River PHC clinics, Tisdale PHC clinic
- Implemented Med Access EMR to 4 programs: Public Health Nurses and Therapists in Lloydminster, North Battleford, Turtleford and Meadow Lake
- Implemented e-Lab integration to ordering providers in 11 locations: Saskatoon Health Region clinics, Beechy, Kyle and Lucky Lake clinics, Sun Country PHC clinics, Saskatoon Community Clinic, Saskatoon Westside Clinic, Regina Community Clinic, Kelsey Trail PHC clinics, La Ronge Medical Clinic, Pinehouse Nursing station, Regina Qu'Appelle PHC clinics

SERVICE DESK

eHealth Saskatchewan provides computer and IT support to health regions, several Saskatchewan health organizations, the Ministry of Health, private clinics and pharmacies. As of June 2013, **47,431 health care and health administration staff** had access to the service desk; an increase of **over 29%**, or **10,843 users**, over the previous year eHealth Saskatchewan Customer Growth.

Some of the growth can be attributed to a website now used by most health region employees for pay statements, benefits, and talent management. There has also been an increase in the number of private clinicians and other provincial ministries using patient viewers and components of the electronic health record.

In one year, the service desk handled **144,265 incidents and requests**. eHealth Saskatchewan provides computer and IT support to health regions, several Saskatchewan health organizations, the Ministry of Health, private clinics and pharmacies.

eHealth Service Desk Representative

"The prompt, professional and knowledgeable staff was a pleasure to contact. They always knew what the need was and addressed the issue quickly. I always knew the issue would be fixed at the time I began my call."

- Private Clinic

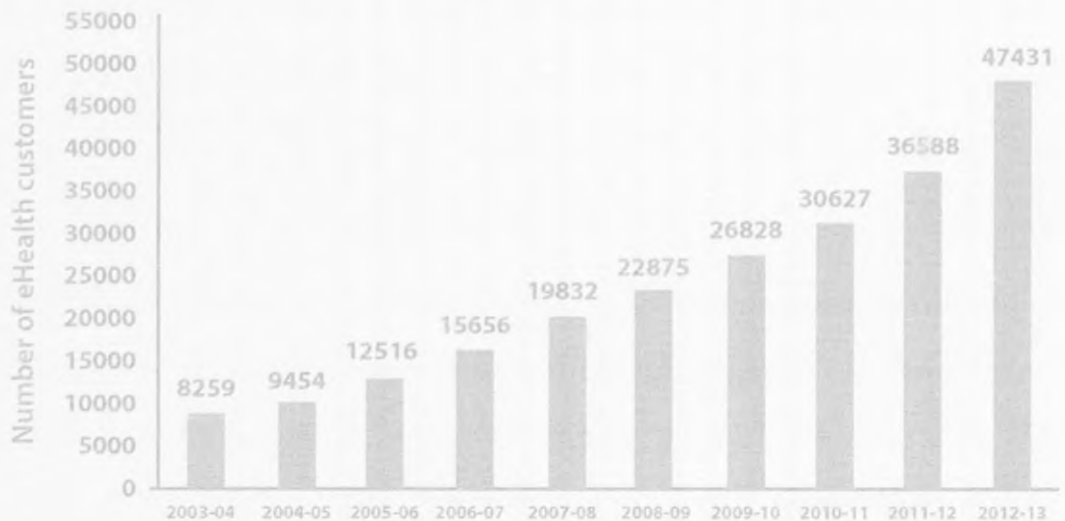
eHealth Service Desk customers include:

- All Saskatchewan health regions
- College of Physicians and Surgeons of Saskatchewan
- College of Pharmacists
- Saskatchewan Cancer Agency
- Department of Family Medicine at the College of Medicine
- Saskatchewan Registered Nurses' Association
- 3sHealth
- eHealth Vital Statistics
- Ministry of Health
- Other provincial ministries, private clinics and pharmacies accessing health information

eHEALTH SASKATCHEWAN CUSTOMER GROWTH

Of the **144,265 incidents** and requests reported during the fiscal year **37,840 (26%)** had to be handled by regional technical resources, the rest were managed by the eHealth Service Team, thereby reducing the demand on resources in the health sector.

54% (77,990) or over half the incidents were resolved at the tier 1 level by the eHealth Saskatchewan Service Desk.



Privacy & Security

eHealth's Privacy and Access Unit provides privacy and access support for eHealth in general and the EHR Initiative specifically.

The support provided by eHealth's Privacy and Access Unit includes the following:

- Education sessions
- Support privacy & governance through robust privacy impact assessment for each new addition to the menu of electronic tools

eHealth did not receive any Privacy access requests in 2012-13. eHealth implemented a privacy and security information incident management policy and process so that:

- All reported information incidents are triaged and investigated; and
- Enhanced tools will assist customers in their investigations of incidents
- Continued to move forward on modernizing and updating current policies based on many of the guidelines provided in OIPC decisions in order to develop a comprehensive package of privacy policies and procedures

Information Technology

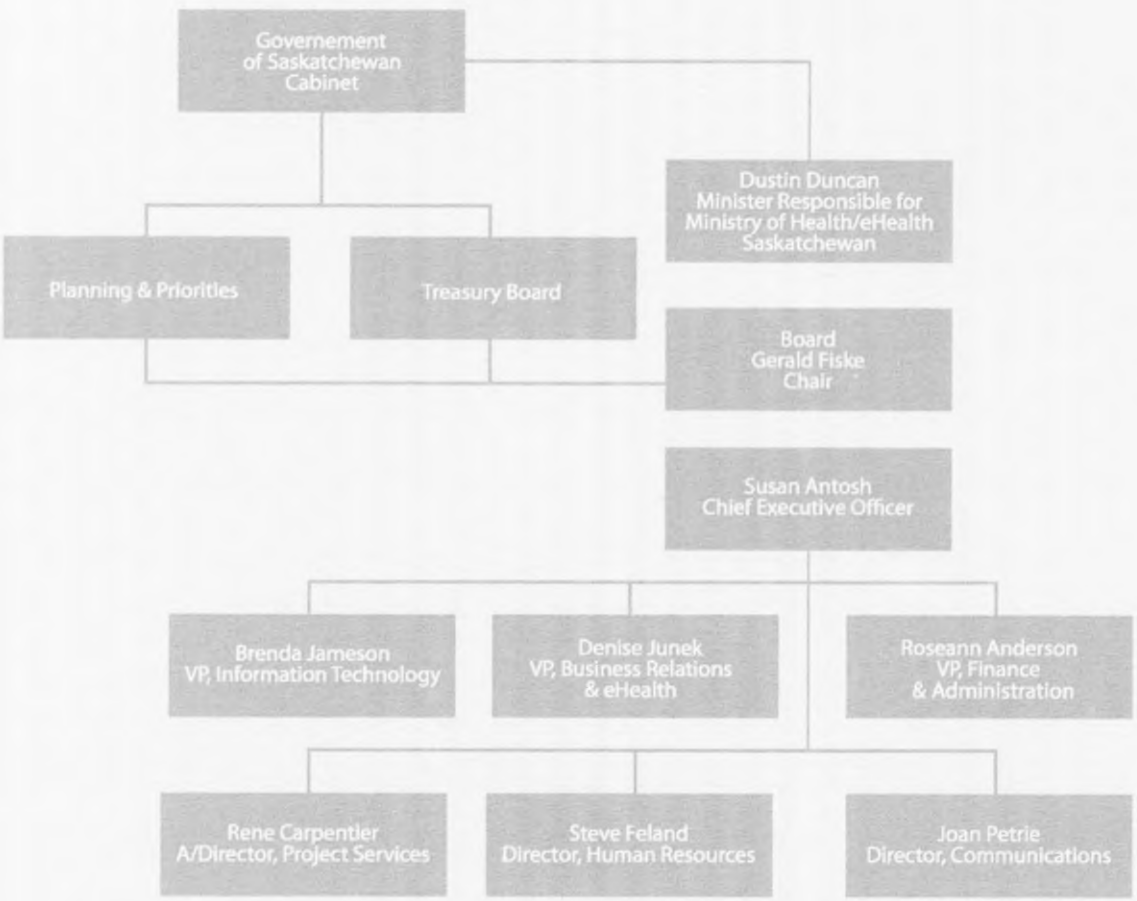
As a patient you need to trust that your personal health information is safe and secure from loss or corruption. As a health care provider you need to trust that information you require to provide that care is immediately accessible. When you are in the middle of performing an operation you shouldn't fear your computer requests another log-in or that your x ray will disappear from the screen.

The system wide infrastructure that eHealth supports is critical and manages the business of health care. It provides information that enables direct patient care. For example, the Lab Information System runs the business of the lab but also provides the results to clinicians. It's like the utilities of your house and you can't run a home without them.

eHealth has procured new Data Centre services that will ensure IT systems are always secure, up and running. We have made investments in new security, network and monitoring tools to protect your personal health information. We need to stay current with technology to protect against inappropriate access of your information. It's a core business function for eHealth Saskatchewan.

Appendix I

eHealth Saskatchewan Organizational Chart


Governement of Saskatchewan Cabinet
Dustin Duncan Minister Responsible for Ministry of Health/eHealth Saskatchewan
Planning & Priorities
Treasury Board
Board Gerald Fiske Chair
Susan Antosh Chief Executive Officer
Brenda Jameson VP, Information Technology
Denise Junek VP, Business Relations & eHealth
Roseann Anderson VP, Finance & Administration
Rene Carpentier A/Director, Project Services
Steve Feland Director, Human Resources
Joan Petrie Director, Communications

Appendix II

Acronyms

AVERT	Application Verification Toolkit
CDM	Chronic Disease Manager
CEO	Chief Executive Officer
CeRx	Pan-Canadian Drug Information System Message Standard
CIO	Chief Information Officer
COACH	Canadian Organization of Applied Computers in Health
COPD	Chronic Obstructive Pulmonary Disease
CT scan	Computed Axial Tomography (also known as a CAT scan)
DIS	Drug Information System
EHR	Electronic Health Record
EMR	Physician Electronic Medical Record
HISC	Health Information Solutions Centre
HQC	Health Quality Council
HSN	Health Services Number
ICS	Integrated Clinical Systems
LIMS	Laboratory Information Management System
LIS	Laboratory Information System
MRI	Magnetic Resonance Imaging
MDS	Minimum Data Set
OIPC	Office of the Saskatchewan Information and Privacy Commissioner
PACS	Picture Archiving and Communication System
PAQC	Patient Access to Quality Care Project
PHI	Personal Health Information
PIA	Privacy Impact Assessment
PIP	Pharmaceutical Information Program
PRS	Provider Registry System
RIS/PACS	Radiology Information System Picture Archiving and Communication System
SAHO	Saskatchewan Association of Health Organizations
SDCL	Saskatchewan Disease Control Laboratory (formerly known as the Provincial Laboratory)
SHIN	Saskatchewan Health Information Network
SIS	Surgical Information System
SLRR	Saskatchewan Laboratory Results Repository Project
SMA	Saskatchewan Medical Association
SSCN	Saskatchewan Surgical Care Network (Surgical Registry)

eHealth
Saskatchewan